

CIT Customer Service Report for the Network Operations Center



For the period: Wednesday, October 01, 2008 12:00:00 AM to Friday, October 31, 2008 11:59:59 PM

Snapshot Date: 11/1/2008 7:18:05 AM

	CREATED				ASSIGNED/PENDING/ CHECKED			CLOSED			AVG MIN
	DCS	NOC	WEB	Other	DCS	NOC	Other	DCS	NOC	Other	To Close
NIHnet											
Chronic-Access	2	0	0	0	0	0	1	0	0	1	2
Chronic-Bldg 12 Data Center	1	0	0	0	0	0	1	0	0	0	0
Chronic-NIH Customer	0	1	0	0	0	1	0	0	0	0	0
Chronic-Other	2	0	0	0	0	0	2	0	0	0	0
Chronic-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	10
Chronic-Remote Access VPN	1	0	0	0	0	0	1	0	0	0	0
Chronic-Wireless	0	2	0	0	0	2	0	0	0	0	0
Closet Access-LAN	23	5	0	0	0	2	2	2	18	4	8
Closet Access-Telecom	1	1	0	0	0	0	0	0	1	1	7
HazCon-Access	0	1	0	0	0	0	0	0	1	0	0
HazCon-FACnet	0	0	0	1	0	0	0	0	0	1	0
HazCon-NIH Customer	0	1	0	0	0	0	0	0	1	0	15
HazCon-OpDiv	0	1	0	0	0	0	1	0	0	0	0
HazCon-Other	0	3	0	0	0	1	1	0	1	0	0

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HazCon-Remote Access Parachute	0	1	0	0	0	0	1	0	0	0	0
HazCon-Remote Access VPN	0	1	0	0	0	0	1	0	0	0	0
HazCon-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	10
Impairment-Access	1	1	0	0	0	0	0	0	1	1	14
Impairment-Distribution	0	1	0	0	0	0	0	0	1	0	0
Impairment-FACnet	0	1	0	0	0	0	0	0	1	0	10
Impairment-NIH Customer	2	0	0	1	0	0	0	0	2	1	2
Impairment-Remote Access VPN	1	0	0	2	0	0	2	0	0	1	0
Inquiry	17	13	0	0	0	2	3	2	17	6	6
Maintenance-Access	3	1	0	2	1	2	3	0	0	0	0
Maintenance-Bldg 12 Data Center	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Distribution	0	0	0	1	0	0	1	0	0	0	0
Maintenance-DMZ	0	0	0	1	0	0	1	0	0	0	0
Maintenance-Facilities Other	2	0	0	0	1	0	0	0	0	1	4

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Maintenance-Facilities Power	30	1	0	0	16	7	0	7	1	0	2
Maintenance-FACnet	0	4	0	0	0	1	0	0	3	0	1
Maintenance-NIH Customer	2	2	0	0	0	0	0	1	3	0	8
Maintenance-Other	23	5	0	1	4	4	1	19	1	0	4
Maintenance-Remote Access Parachute	1	0	0	0	1	0	0	0	0	0	0
Maintenance-Sterling CIT Data Center	0	1	0	0	0	0	0	0	1	0	0
Maintenance-Wireless	2	1	0	0	0	1	1	0	0	1	6
Network NMS-Device Config Backup	0	7	0	3	0	1	3	0	2	4	0
Network NMS-NMS Element Manage	0	6	0	1	0	0	3	0	0	4	0
Network NMS-NMS Element Un-manage	0	3	0	0	0	0	1	0	0	2	0
Network Sec-Firewall	2	2	0	15	0	0	8	0	2	9	0
Network Sec-Other	3	3	0	1	0	0	1	1	4	1	6
Network Sec-Router ACL	1	2	0	0	0	0	0	0	1	2	7
Outage-Access	3	4	0	0	1	0	0	0	5	1	6

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Outage-Bldg 12 Data Center	0	2	0	0	0	0	1	0	1	0	2
Outage-FACnet	0	15	0	0	0	3	0	0	12	0	4
Outage-NIH Customer	2	7	0	0	0	0	1	0	6	2	28
Outage-Other	4	3	0	0	1	0	0	3	3	0	2
Outage-Remote Access VPN	0	1	0	0	0	0	0	0	1	0	0
Outage-Vendor	0	2	0	0	0	2	0	0	0	0	0
Outage-Wireless	1	17	0	0	0	1	1	0	16	0	7
Server Support-DNS	2	0	0	0	0	0	0	0	0	2	18
Server Support-Listserv	5	0	0	0	1	0	0	2	0	2	8
Server Support-Other	12	1	0	2	0	0	4	1	1	9	6
Server Support-Server Admin	2	0	0	0	0	0	0	1	0	1	13
Server Support-Server Scans	0	1	0	0	0	0	0	1	0	0	36
Server Support-TACACS	0	0	0	4	0	0	1	0	0	3	0
Service Prov-Access	2	0	0	0	0	0	0	0	0	2	32
Service Prov-Bldg 12 Data Center	6	0	0	0	0	0	2	0	0	4	4

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Service Prov-FACnet	3	0	0	1	0	0	2	0	2	0	3
Service Prov-IP Address Admin	12	0	0	0	0	1	1	2	1	7	10
Service Prov-Other	7	2	0	1	0	1	4	0	3	2	16
Service Prov-Port Add	58	1	0	8	1	10	4	1	38	13	8
Service Prov-Port Change	25	0	0	4	0	1	4	0	19	5	9
Service Prov-Remote Access Parachute	1	0	0	0	0	0	0	1	0	0	5
Service Prov-Remote Access VPN	12	0	0	1	0	0	2	8	0	3	8
Service Prov-Sterling CIT Data Center	2	0	0	0	0	0	1	0	0	1	1
Service Prov-Wireless	4	0	0	0	0	0	0	1	1	2	18
Grand Total:	284	128	0	51	27	43	68	54	172	99	6

Total Tickets Closed: 325

Total Tickets Assigned/Pending/Checked Out: 138

Total Tickets Created: 463